

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, California 95814



August 8, 2002

ALL COUNTY INFORMATION NOTICE NO. I-59-02

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY APPEALS OFFICES

SUBJECT: PUBLIC INQUIRY AND RESPONSE IS MOVING

REASON FOR THIS TRANSMITTAL

- ☐ State Law Change
☐ Federal Law or Regulation
Change
☐ Court Order
☐ Clarification Requested by
One or More Counties
☒ Initiated by CDSS

This is to inform you that the Public Inquiry and Response (PIAR) Unit will be moving to a new location on August 24, 2002. As you may know, PIAR manages the Department's toll-free telephone line that provides access for public assistance applicants/recipients with questions about their benefits or who want to file an oral state hearing request.

The toll-free number, (800) 952-5253, will not change. However, effective August 26, 2002 PIAR will have two new local telephone numbers and a new mail station. The mailing address for the Department will also not change.

- The administrative telephone number for PIAR will be (916) 445-6994.
- The Department's information number which is answered in PIAR will be (916) 445-6951.
- The new mail station for PIAR will be MS 20-23.

To facilitate moving the telephone lines, the toll-free number will not be available from 12 p.m. to 5 p.m. on Friday August 23rd and 8 a.m. to 1 p.m. on Monday August 26th. During these periods, the call router which is available 24 hours every day will advise customers that the office is closed and will provide information about how to file for a state hearing in writing with this Department and county appeals offices, or by faxing their request to this Department. We recognize that some customers may be inconvenienced by this interruption in PIAR's service, and may turn to the county appeals offices for assistance. We appreciate your help in this regard and will make every effort to minimize the hours that PIAR's staff members are unavailable during the move.

If you have any questions concerning this letter, please call Joanne Baine of the PIAR Unit. She will be available at (916) 657-3667 until 5 p.m. on August 23rd, and at the new number listed above on August 26th.

Sincerely,

Original Document Signed By

DAVID KUPPER, Chief
Management and Staff Services Branch

c: CWDA
CSAC